

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S35	53	((automated or automatic) near ((call adj center) or telephone)) and (transfer\$ near (operator or agent))	USPAT	OR	ON	2005/11/04 11:41
S34	294	((automated or automatic) near (call or telephone)) and (transfer\$ near (operator or agent))	USPAT	OR	ON	2005/11/04 11:40
S33	77	((automated or automatic) near (call adj center)) and (operator or agent)	USPAT	OR	ON	2005/11/04 11:40
S32	82	(automated or automatic) near (call adj center)	USPAT	OR	ON	2005/11/04 11:30
S31	64	((automated or automatic) near (survey or questioning or questionnaire)) and (agent or operator)	USPAT	OR	ON	2005/11/04 11:30
S30	35	((automated or automatic) near (survey or questioning or questionnaire)) and telephone and (agent or operator)	USPAT	OR	ON	2005/11/04 11:26
S27	9	(automated near (survey or questionnaire)) and telephone and (agent or operator)	USPAT	OR	OFF	2005/11/04 11:23
S29	34322	"379"/\$.cor.	USPAT	OR	OFF	2005/11/04 11:20
S28	21	("4355372"   "4958284"   "5198642"   "5237157"   "5355327"   "5361200"   "5513117"   "5535118"   "5594471"   "5765142"   "5867821"   "5930810"   "5954690"   "5983200"   "6016476"   "6020883"   "6024641"   "6026387"   "6061646"   "6092080"   "6154214"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/11/04 11:20
S25	156	(automated near response) and telephone and operator	USPAT	OR	OFF	2005/11/04 09:38
S26	24	("4827500"   "4850000"   "4920558"   "4922519"   "4958366"   "5003584"   "5007078"   "5020095"   "5093858"   "5163086"   "5181237"   "5185781"   "5187735"   "5210789"   "5222125"   "5287403"   "5309505"   "5319701"   "5335266"   "5355403"   "5392343"   "5418844"   "5434906"   "5483582"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/11/04 09:07
S1	27	(dynamic or (drill adj down)) near (survey or questionnaire or questions)	USPAT	OR	OFF	2005/11/04 09:05
S24	33	interactive near (survey or questionnaire)	USPAT	OR	OFF	2005/11/02 16:08

S23	346	(questionnaire or survey or assessment or question\$) with (transfer\$ or switch\$) with (human or operator or person or manual)	USPAT	OR	OFF	2005/11/02 16:08
S22	57	(questionnaire or survey or assessment) with (transfer\$ or switch\$) with (human or operator or person)	USPAT	OR	OFF	2005/11/02 15:00
S21	22	survey with switch with (human or operator or person)	USPAT	OR	OFF	2005/11/02 14:52
S20	6	automated with (human or operator) with survey	USPAT	OR	OFF	2005/11/02 14:51
S19	4	automated with manual with survey	USPAT	OR	OFF	2005/11/02 14:48

877 Abs KWC  
11/14/05

? b fulltext1, fulltext2

09nov05 16:06:17 User268077 Session D280.1  
\$0.00 0.244 DialUnits FileHomeBase  
\$0.00 Estimated cost FileHomeBase  
\$0.03 TELNET  
\$0.03 Estimated cost this search  
\$0.03 Estimated total session cost 0.244 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2005/Nov 09  
(c) 2005 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2005/Nov 09  
(c) 2005 The Gale Group  
File 148:Gale Group Trade & Industry DB 1976-2005/Nov 09  
(c)2005 The Gale Group  
File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group  
File 275:Gale Group Computer DB(TM) 1983-2005/Nov 08  
(c) 2005 The Gale Group  
File 621:Gale Group New Prod.Annou.(R) 1985-2005/Nov 09  
(c) 2005 The Gale Group  
File 9:Business & Industry(R) Jul/1994-2005/Nov 08  
(c) 2005 The Gale Group  
File 20:Dialog Global Reporter 1997-2005/Nov 09  
(c) 2005 Dialog  
File 476:Financial Times Fulltext 1982-2005/Nov 10  
(c) 2005 Financial Times Ltd  
File 610:Business Wire 1999-2005/Nov 09  
(c) 2005 Business Wire.  
**\*File 610: File 610 now contains data from 3/99 forward.**  
Archive data (1986-2/99) is available in File 810.  
File 613:PR Newswire 1999-2005/Nov 09  
(c) 2005 PR Newswire Association Inc  
**\*File 613: File 613 now contains data from 5/99 forward.**  
Archive data (1987-4/99) is available in File 813.  
File 624:McGraw-Hill Publications 1985-2005/Nov 09  
(c) 2005 McGraw-Hill Co. Inc  
**\*File 624: Homeland Security & Defense and 9 Platt energy journals added**  
Please see HELP NEWS624 for more  
File 634:San Jose Mercury Jun 1985-2005/Nov 08  
(c) 2005 San Jose Mercury News  
File 636:Gale Group Newsletter DB(TM) 1987-2005/Nov 09  
(c) 2005 The Gale Group  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	32776	(EVALUAT??? OR RATE OR RATING OR COMPARISON OR COMPARE OR -
		COMPARING OR ASSESSMENT OR ASSESSING) (S) ((SUPPLY (N) CHAIN)
		OR SUPPLIER OR RETAILER OR VENDOR OR DISTRIBUTOR) (S) (DEPART-
		MENT OR DIVISION OR LEVEL OR HIERARCH?)
S2	910	(EVALUAT??? OR RATE OR RATING OR COMPARISON OR COMPARE OR -
		COMPARING OR ASSESSMENT OR ASSESSING) (3N) ((SUPPLY (N) CHAIN)
		OR SUPPLIER OR RETAILER OR VENDOR OR DISTRIBUTOR) (5N) (DEPA-
		RTMENT OR DIVISION OR LEVEL OR HIERARCH?)
S3	183	S2 AND (SCORE OR RATING) AND PERFORMANCE
S4	172	S3 AND (DELIVERIES OR DELIVERY OR QUALITY OR DOCUMENTATION
		OR CULTURE OR COMMUNICATION)
S5	1	S4 AND SEASON
		? t s5/3,k/all

*Handwritten:* 11-9-85

5/3,K/1 (Item 1 from file: 148)  
 DIALOG(R)File 148:Gale Group Trade & Industry DB  
 (c)2005 The Gale Group. All rts. reserv.

08927819 SUPPLIER NUMBER: 18337483 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The ABC's of total consumer response: Kurt Salmon Associates offers a comprehensive blueprint of what it takes to be a world-class competitor

in the industry.(Infotracs)

Friedman, Arthur

Daily News Record, v26, n103, pS10(2)

May 29, 1996

ISSN: 0162-2161

LANGUAGE: English

RECORD TYPE: Fulltext;

Abstract

WORD COUNT: 1572 LINE COUNT: 00138

...ABSTRACT: develop strategic partnerships to bolster their efforts in the weak areas. Companies with an 'A' rating have successfully integrated this concept into their customer-response initiatives. 'B'- rating firms are aware of the concept, but their implementation of it may actually be hindering...

... own resources to help their partners improve.

In addition, these industry leaders have an organizational culture

and structure in place to continually measure and improve upon their level of service.

Those...

...the "A" companies, these "B" firms have only minimal systems in place to evaluate their **performance** against the marketplace and competition, and thereby are less capable of improving their levels of...

...Their partnerships are few and are often counterproductive. These unsophisticated firms have no system for **evaluating** the **vendor** - merchant chain, and so the **level** of duplicated effort cannot even be determined.

The "C" companies are not focused on tracking...

...into product specifications.

- \* Ability to customize the market information to their profile consumer.

- \* Evaluate their **performance** against the competition.

- \* Develop ad campaigns that communicate the desired benefits to the target consumer...

...such as selling reports, but generally don't utilize any outside information sources.

- \* A loose **communication** between their marketing and design departments.

- \* Know their consumer and what the brand means to...Management "A" Companies

- \* Design calendar is essential to their operations and assessable to all departments.

- \* **Delivery** exceptions are reviewed and resolved and the firms have the systems to respond to timing...

...tracking capabilities.

"B" Companies

- \* Design calendar is published, but not central to organizational structure.

- \* Each **season** is calculated, but no flexibility if there is a midseason shift in **delivery** and production needs.

- \* Not aware of competitor's cycle times, but does make changes to its design calendar to improve lead times.

- \* Good level of **communication** with partners, but does not have integrated systems.

- \* Good focus on manufacturing and on-time **delivery**, but traditional in approach.

- \* Has good sourcing strategy, but only reevaluates it periodically

- \* Tracks...

...published, but irrelevant to the process.

- \* Confusion among departments and individuals as to exact deadlines.

- \* **Delivery** dates not systemized and exception reporting does not exist.

\* Unaware of competitors' lead times, and...

...neutral or adversarial relationship with partners.

\* Little focus on improving manufacturing efficiency and plagued by  
delivery problems.

\* Sourcing is reactive and opportunistic.

\* Only interacts with partners when deliveries are late.

Inventory

Management Forecasting

"A" Companies

\* Tailors assortments to the store level, and sets...

...DESCRIPTORS: Rating ; ...

... Rating

?

Set	Items	Description
S1	32776	(EVALUAT??? OR RATE OR RATING OR COMPARISON OR COMPARE
OR -		COMPARING OR ASSESSMENT OR ASSESSING) (S) ((SUPPLY (N)
CHAIN)		OR SUPPLIER OR RETAILER OR VENDOR OR DISTRIBUTOR) (S)
(DEPART-		MENT OR DIVISION OR LEVEL OR HIERARCH?)
S2	910	(EVALUAT??? OR RATE OR RATING OR COMPARISON OR COMPARE
OR -		COMPARING OR ASSESSMENT OR ASSESSING) (3N) ((SUPPLY (N)
CHAIN)		OR SUPPLIER OR RETAILER OR VENDOR OR DISTRIBUTOR) (5N)
(DEPA-		RTMENT OR DIVISION OR LEVEL OR HIERARCH?)
S3	183	S2 AND (SCORE OR RATING) AND PERFORMANCE
S4	172	S3 AND (DELIVERIES OR DELIVERY OR QUALITY OR
DOCUMENTATION		OR CULTURE OR COMMUNICATION)
S5	1	S4 AND SEASON
S6	104	RD S4 (unique items)
S7	68	S6 NOT PY>2001
S8	69	((EVALUAT??? OR RATE OR RATING OR COMPARISON OR COMPARE
OR		COMPARING OR ASSESSMENT OR ASSESSING) (3N) ((SUPPLY (N)
CHAIN)		OR SUPPLIER OR RETAILER OR VENDOR OR DISTRIBUTOR) (5N)
(DEPA-		RTMENT OR DIVISION OR LEVEL OR HIERARCH?)) (S) (SCORE OR
RATI-		NG OR VALUE)
S9	<del>42</del>	RD S8 (unique items)
S10	26	S9 NOT PY>2001

11905

t s10/3,k/all

10/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02245989 84986993

**Benchmarking: a study in the supply and distribution of spare parts in a utility**

M. Le Sueur; B.G. Dale

Benchmarking for Quality Management & Technology v4n3 PP: 189 1997

ISSN: 1351-3036 JRNL CODE: BCHK

WORD COUNT: 5957

...TEXT: failings in the fulfilment of their contracts. It was also confirmed that no form of **vendor rating** was operated or planned and that the purchasing **department** in the main reacted only to customer complaints. Given that there was a need for more reliable data, monitoring of procurement **performance** criteria and vendor **rating**, all of which were basic procurement functions, the step changes in **performance** which an external benchmarking exercise would identify was considered to be premature. It was jointly...

10/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02125263 68891954

**Measure for measure**

Anonymous

Supply Management PP: 39 Feb 1, 2001

ISSN: 1362-2021 JRNL CODE: SMGT

WORD COUNT: 1100

...TEXT: purchase involved, purchasing may be interested in not only its primary supplier, but also their **supplier 's suppliers**. This additional feature of **vendor rating** is most commonly seen in the automotive industry, where **supplier "tiering"** is prevalent.

At a simplistic level, which may be suitable for supplies that are not essential to the continued success of...

10/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01520907 01-71895

**Software helps defense contractor shrink pool of suppliers**

Anonymous



Quality v36n10 PP: 56 Oct 1997  
ISSN: 0360-9936 JRNL CODE: QUA  
WORD COUNT: 289

...TEXT: pool that Litton management hoped to shrink to about 350.

"Before we started using First Rate , we had a rather typical, that is, passive, **supplier - rating** system based on the level of incoming quality," said Pearlstein. "Today, we use the software program's algorithm to arrive at a cost-based supplier **performance** index that takes into account nonproductive costs-in other words, the cost to the company...

10/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2005 ProQuest Info&Learning. All rts. reserv.

00413257 88-30090  
**Buying the Best Gearbox**  
Errichello, Robert  
Machine Design v60n16 PP: 87-91 Jul 7, 1988  
ISSN: 0024-9114 JRNL CODE: MDS

...ABSTRACT: step of the plan involves defining the engineering requirements of the gearbox, which includes the **performance** , loads, and operating environment. Further, loads should be described thoroughly, and a **rating** method and gearbox quality level should be specified.  
**Vendor**  
-supplied data also should be carefully **evaluated** , and a quality assurance testing program should be agreed upon with vendors. The 2nd step  
...

10/3,K/5 (Item 5 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2005 ProQuest Info&Learning. All rts. reserv.

00344080 87-02914  
**Evaluating Suppliers: Systematically Rating Vendors Benefits Both Buyer and Seller**  
Anonymous  
Small Business Report v11n12 PP: 44-48 Dec 1986  
JRNL CODE: SBR

...ABSTRACT: what they can do in the future, to improve company operations while reducing costs. A **vendor rating** system lets the purchasing **department** identify alternative suppliers that can yield significant cost-saving opportunities. To avoid subjectivity, the vendor...

...standards. An evaluation process can be developed to: 1. determine

the  
critical areas of supplier performance , 2. establish a numerical  
rating  
system that indicates each area's relative importance, and 3.  
identify  
vendors capable of providing long-term service. Vendor delivery  
performance can be rated by 2 methods: 1. delivery performance  
analysis, which considers the percentage of delinquent purchase orders  
(PO), and 2. quantity performance analysis, which factors in the  
number  
of units in each PO. The performance of selected suppliers should be  
continually monitored. ...

10/3,K/6 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2005 The Gale Group. All rts. reserv.

08866145 Supplier Number: 77002425 (USE FORMAT 7 FOR FULLTEXT)  
**Nortech Systems' Intercon 1 Division Receives Award and Additional  
Business**  
from Rosemount.  
Business Wire, p2432  
August 6, 2001  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 402

... and new business from Rosemount," says Bud Brown, General  
Manager  
of Nortech Systems' Intercon 1 division . "Our success in this  
rigorous  
supplier - evaluation program gives us confidence that Nortech Systems  
has  
the capabilities, infrastructure and personnel to compete...

...Adds Brown, "This is the third year we've received the award."  
Rosemount  
evaluated the performance of more than 1,500 suppliers, rating them  
on  
criteria including quality, delivery performance , pricing and  
customer  
service. Nortech Systems was the sole cable manufacturer to be  
recognized  
this...

10/3,K/7 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07358041 Supplier Number: 59035699 (USE FORMAT 7 FOR FULLTEXT)  
**BAYER RECEIVES WHIRLPOOL AWARDS.**  
Appliance, v55, n11, p12  
Nov, 1998  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade

Word Count: 169

... polyurethanes group supplied isocyanates and polyols for the insulating foams for refrigerators.

Whirlpool's Quality Performance Award criteria include both objective and subjective measurements. One component is the ppm (parts per

...

...the commodity supplied are defective. According to a Whirlpool executive, Bayer had a 0-ppm level with a supplier quality rating at the maximum of 100.

Also considered are improvements suppliers contribute to the OEM's...

10/3,K/8 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07333418 Supplier Number: 62109464 (USE FORMAT 7 FOR FULLTEXT)  
**Modine named Supplier of the Year to John Deere Dubuque Works.**  
Business Wire, p1267  
May 16, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 577

... John Deere since 1977. The plant first achieved John Deere Dubuque Works' designation of Partner- level Supplier , Deere's highest preferred- supplier rating , in 1992. In 1999, the Logansport plant achieved Partner-level Supplier status for the seventh...

...a row. To achieve Supplier of the Year status, a supplier must consistently demonstrate superior performance in the six areas of the Deere Achieving Excellence supplier program, plus help Deere reduce...

10/3,K/9 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07014539 Supplier Number: 58670432 (USE FORMAT 7 FOR FULLTEXT)  
**How supply managers add value.**  
Porter, Anne Millen  
Purchasing, v128, n1, p61  
Jan 13, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 4010

... programs.  
- Supply solutions: Resident suppliers, stocking programs.  
- Awards program: Supplier day, supplier of the quarter,  
**supplier**

of the year.

- **Supplier performance** : Quarterly reviews, **supplier value assessment** process scorecard, **supplier alliance** program.

The **division** 's performance management process (see graphic) gradually raises the level of integration between Honeywell IAC...

10/3,K/10 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06118243 Supplier Number: 53728418 (USE FORMAT 7 FOR FULLTEXT)  
**Getting bigger not Freudenberg-NOK style.**(mechanical rubber goods maker in

Plymouth, Michigan)  
Buchholz, Kami  
Automotive Engineering International, v107, n1, p49(1)  
Jan, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Academic Trade  
Word Count: 378

... Through Team Harmony.

In September, PATTH was launched companywide as a means of tracking

10 **performance** factors: on-time quotes, technical response/support, on-time production part approvals, on-time delivery, number of production complaints, defective parts per million, cost-down targets, customer awards, **supplier management rating** , and sales **department rating**

The 10 **assessment** areas represent a pilot program consensus of the most important performance indicators as judged by...

10/3,K/11 (Item 6 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04824786 Supplier Number: 47099310 (USE FORMAT 7 FOR FULLTEXT)  
**McDonnell Douglas Gives Top Supplier Award To MTI**  
PR Newswire, p0203LAM091  
Feb 3, 1997  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 482

MTI is the first minority-owned **supplier** to McDonnell Douglas to achieve the gold- **level rating** and is the tenth company since the award

was established in 1990 to meet the rigid quality, business and **performance** standards.

To earn the gold- **level preferred rating** , a **supplier** must meet a number of **performance** requirements, including 100 percent quality and on-time delivery for 12 consecutive months. MTI received...

10/3,K/12 (Item 7 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04783663 Supplier Number: 47040612 (USE FORMAT 7 FOR FULLTEXT)  
**INDIA - DOT ABANDONS LOWEST QUOTES FOR EQUIPMENT TENDERS**  
Telenews Asia, v5, n1, pN/A  
Jan 16, 1997  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 326

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
The **Department** of Telecommunications (DoT) has announced a new  
**vendor**  
**rating** system for bidders of equipment and services. Preference will  
now  
be given for past **performance**, price and delivery schedule. This is a  
departure from the earlier policy under which the...

10/3,K/13 (Item 8 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2005 The Gale Group. All rts. reserv.

04735951 Supplier Number: 46971507  
**DoT TO HAVE VENDOR RATING SYSTEM FOR BUYING EQUIPMENT**  
Economic Times, p1  
Dec 15, 1996  
Language: English Record Type: Abstract  
Document Type: Magazine/Journal; Trade

ABSTRACT:  
The **Department** of Telecommunications (DoT) is finalising its  
**vendor**  
**rating** system to ensure a transparent tendering process for  
equipment  
purchases. Under the new system, a...  
...by the vendor, 30 percent weightage for on time delivery which  
is  
based on the **performance** of the vendor in previous tenders and 10  
percent on ISO 9000 certification. On applying...  
...grading will get -1, with others following in the descending  
order.  
Only those vendors who **score** over 60 percent on the on-time  
delivery  
**rating** will be considered for the placement of orders. Apart from  
transparency, the system will encourage...

10/3,K/14 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB

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12295393      SUPPLIER NUMBER: 63171695      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Sears Canada ratings.**

National Post, 2, 161, C3

April 29, 2000

ISSN: 1493-4779      LANGUAGE: English      RECORD TYPE: Fulltext

WORD COUNT: 81      LINE COUNT: 00010

\* Canadian Bond **Rating** Service has raised the **rating** on the unsecured debentures of department store retailer Sears Canada Inc. (SCC/TSE) to A- from BBB+. CBRS said the upgrade reflects the fact that Sears Canada's operating **performance** has allowed for coverage and liquidity ratios to strengthen "considerably." It said Sears Canada "is...

10/3,K/15      (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2005 The Gale Group. All rts. reserv.

07999603      SUPPLIER NUMBER: 17042264      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Lonza.(Professional Profile: Purchasing Manager Andrea Rascher)**

Purchasing, v118, n9, p31(1)

June 1, 1995

ISSN: 0033-4448      LANGUAGE: English      RECORD TYPE: Fulltext;

Abstract

WORD COUNT: 387      LINE COUNT: 00037

... and finance. As a member of the supplier quality team, she helped develop a supplier- **rating** system that has resulted in a higher level of supplier **performance**.

On working with suppliers: "I believe the most important aspect of purchasing at Lonza is...

10/3,K/16      (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2005 The Gale Group. All rts. reserv.

06786042      SUPPLIER NUMBER: 14765779      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**ISO auditor tells how to pass an ISO 9000 audit. (International Organization for Standardization quality certification) (TUV America Inc.**

**manager of certification services Mark Alpert) (includes related article**

**on ten tips to achieve ISO 9000 registration) (Interview)**

Rosen, Carol

Electronic Business Buyer, v19, n10, p129(2)

Oct, 1993

DOCUMENT TYPE: Interview      LANGUAGE: ENGLISH      RECORD TYPE:

FULLTEXT;

ABSTRACT  
WORD COUNT: 1004 LINE COUNT: 00078

... Are you buying smart?  
ISO 9000 requires a company's purchasing department to institute  
a  
rating system to monitor supplier performance . A review procedure,  
which  
is also required, helps management known which suppliers are performing  
well and implement supplier selection criteria that ensures adequate  
performance . Make sure these systems are up and running.  
Furtunately, most problems can be prevented by...

10/3,K/17 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

06517417 SUPPLIER NUMBER: 14035006 (USE FORMAT 7 OR 9 FOR FULL  
TEXT)  
Ford teams take vows in Detroit monastery. (unit of Ford Motor Co. uses  
Duns Scotus College for employee training seminars)  
Plumb, Stephen E.  
Ward's Auto World, v29, n6, p40(2)  
June, 1993  
ISSN: 0043-0315 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT;  
ABSTRACT  
WORD COUNT: 1342 LINE COUNT: 00107

... 10 for not overshipping; and 10 miscellaneous points. Delivery  
ratings are combined with other assessments. Supplier quality is  
evaluated by the quality department while engineering rates  
technical  
capabilities, and purchasing handles cost and pricing issues. A  
supplier  
must...

...passing grade in each of the four areas. For delivery, that  
translates  
into a minimum score of 70 points.

Although on the surface many categories appear to be somewhat  
subjective, the...

10/3,K/18 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

06142925 SUPPLIER NUMBER: 12723321 (USE FORMAT 7 OR 9 FOR FULL  
TEXT)  
Chilton's 1992 automotive industries quality profile section.  
Automotive Industries, v172, n9, p83(5)  
Sept, 1992  
ISSN: 0273-656X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT;  
ABSTRACT  
WORD COUNT: 4606 LINE COUNT: 00394

... based on 100 points, with suppliers needing to score 85 or higher to reach Excellent rating . The D & S Plastics total performance rating , as a 1supplier to the Plastics, Trim and Products Division of Ford, is currently 97.

These milestones come after implementation of an extensive Total Quality...

10/3,K/19 (Item 6 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04496222 SUPPLIER NUMBER: 08124080 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Donnelley Corporation receives Chrysler 'Pentastar' Award for quality.  
PR Newswire, 0206DE027  
Feb 6, 1990  
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 413 LINE COUNT: 00035

... Chrysler presents this award to a select group of suppliers who have demonstrated an excellent level of performance in Chrysler's Supplier Rating System. These suppliers have excelled in the crucial areas of quality, price, delivery and technology...

10/3,K/20 (Item 7 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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03939433 SUPPLIER NUMBER: 09545295 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
ICL aims to increase procurement from within Europe to 40% this year from 1987's 26%.  
Ring, Katy  
Computergram International, n1168, CGI05020014  
May 2, 1989  
ISSN: 0268-716X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 796 LINE COUNT: 00061

... lower cost. Evidently vendor delivery performance and quality control is a problem within Pritchard's division , as he spent some time expounding ICL's Vendor Rating System. This was also a theme developed by Cheryl Haydon-Soutar, the commercial manager of...

10/3,K/21 (Item 8 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

03939212 SUPPLIER NUMBER: 09522811 (USE FORMAT 7 OR 9 FOR FULL



TEXT)

Three years ago.

Computergram International, n1099, CGI01130037

Jan 13, 1989

ISSN: 0268-716X      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT

WORD COUNT: 15822      LINE COUNT: 01257

... lower cost. Evidently vendor delivery performance and quality control is a problem within Pritchard's **division**, as he spent some time

expounding ICL's **Vendor Rating System**. This was also a theme developed

by Cheryll Haydon-Soutar, the commercial manager of...

10/3,K/22      (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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03901452      SUPPLIER NUMBER: 07516747      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Partnering comes of age for buyers and distributors: the opportunities and**

**problems of making partnering work in the industrial distribution setting. (includes related article) (Partners for Profit special supplement) (interview)**

Purchasing, v106, n7, pP4(6)

April 20, 1989

DOCUMENT TYPE: interview      ISSN: 0033-4448      LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2762      LINE COUNT: 00210

... things that affect the overall quality of his service. Q: It's almost a perpetual **value** analysis program-- Clifton: A natural evolution

of any strong partnership is toward development of mutual **value** analysis

programs, where the distributor starts to analyze what his customer is using and starts...Also, the distributor needs to see how the buyer's evaluation of things such as **performance** and quality are done and how he

is measuring up. Q: Why is the review...

...for that particular product line. It is only fair, then, that when a distributor's **performance** is reviewed, that the buyer's **performance** also be reviewed. That's part of partnering, too.

PHOTO : 'When users get into the...

10/3,K/23      (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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03901092      SUPPLIER NUMBER: 07522605      (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Partnering comes of age for buyers and distributors. (Partners for Profit)**

(includes related article about partnering technique)  
Industrial Distribution, v78, n4, pP4(6)  
April, 1989  
ISSN: 0019-8153      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 2771      LINE COUNT: 00212

... things that affect the overall quality of his service. Q: It's almost a perpetual value analysis program Clifton: A natural evolution of any strong partnership is toward development of mutual value analysis programs, where the distributor starts to analyze what his customer is using and starts...Also, the distributor needs to see how the buyer's evaluation of things such as performance and quality are done and how he is measuring up. Q: Why is the review...

...for that particular product line. It is only fair, then, that when a distributor's performance is reviewed, that the buyer's performance also be reviewed. That's part of partnering, too.

PHOTO : The complexities of the marketplace...

10/3,K/24      (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2005 The Gale Group. All rts. reserv.

02473739 Supplier Number: 24843471  
Deere Names Cloos Robotic a Top Supplier  
(Cloos Robotic Welding becomes partner-level supplier for tractor maker)  
Assembly, v 44, n 5, p 9  
May 2001  
DOCUMENT TYPE: Journal ISSN: 1050-8171 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 55

TEXT:  
MOLINE, IL--Deere & Co. has named Cloos Robotic Welding (Schaumburg, IL) as a partner- level supplier .

The tractor maker's highest supplier rating , the partner- level rating is given annually to suppliers that meet Deere's highest performance targets for quality, delivery, cost management, technical support and responsiveness.

Cloos supplies robotic welding equipment...

10/3,K/25      (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2005 The Gale Group. All rts. reserv.

03473114 Supplier Number: 47161604 (USE FORMAT 7 FOR FULLTEXT)  
Company News...  
Set-Aside Alert, v5, n4, pN/A  
Feb 28, 1997

Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 297

... electronic systems manufacturer based in Fort Walton Beach,  
Florida. MTI is the first minority--owned **supplier** to McDonnell  
Douglas  
to achieve the gold-- level **rating** . To earn the gold-- level  
preferred  
**rating** , a **supplier** must meet a number of **performance** requirements,  
including 100% quality and on--time delivery for 12 consecutive months.  
An  
impressed congratulations...

10/3,K/26 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2005 The Gale Group. All rts. reserv.

01102732 Supplier Number: 40780581 (USE FORMAT 7 FOR FULLTEXT)  
**ICL AIMS TO INCREASE PROCUREMENT FROM WITHIN EUROPE TO 40% THIS YEAR  
FROM**

**1987'S 26%**  
Computergram International, n1167, pN/A  
May 2, 1989  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 737

... to offer customers greater capacity in departmental computing  
at a  
lower cost. Evidently vendor delivery **performance** and quality control  
is  
a problem within Pritchard's **division** , as he spent some time  
expounding  
ICL's **Vendor Rating** System. This was also a theme developed by  
Cheryll  
Haydon-Soutar, the commercial manager of...  
?